MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2021/2022

BOB2614 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

17 AUGUST 2022
9.00 AM – 12.00 PM
(3 hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 1 page with 4 questions only.

2. Attempt **ALL FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.

3. Please write all your answers in the Answer Booklet provided.

Question 1

a) Many organisations are placing importance on values in the workplace. Explain the differences between values, ethics, and corporate social responsibility.

(10 marks)

b) Organisational behaviour encompasses the study of how organisations interact with their external environments, particularly in the context of employee behaviour and decisions. As such, identify and define **FIVE (5)** types of individual behaviour in the workplace.

(10 marks)

c) Briefly explain what is stereotyping and describe **THREE (3)** elements of stereotyping.

(5 marks)

Question 2

a) Behavior modification is an approach that replaces undesirable behaviors with more desirable ones. Explain **FOUR (4)** types of consequences identified by organisational behaviour modification.

(10 marks)

b) Jason tells you that he is feeling stressed. Based on your knowledge of the general adaptation syndrome, what information would you look for to determine what stage of stress Jason is experiencing?

(15 marks)

Question 3

a) Describe the ways to avoid conflict in teamwork.

(10 marks)

b) Discuss the impact of office politics in an organisation. Justify the answer with an example.

(15 marks)

Question 4

a) Associate with the fourth industrial revolution, what should local organisations do to stay competitive in global environment?

(15 marks)

b) Interpret the meaning of organisational culture. Explain how organisational culture is transmitted to employees.

(10 marks)

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